

**CITY OF AUBURN  
TELECOMMUNICATIONS COMMISSION**

**Thursday, August 11, 2005  
4:00 p.m. to 5:30 p.m.**

**Meeting Minutes**

**1. ROLL CALL AND DETERMINATION OF A QUORUM**

Glenn Tonkin, Mark McDonald, Teresa Schredl, and George Preston were in attendance. Alec Stier was out on vacation. Meeting was called to order at 4:10 p.m. Also in attendance was Dean Henderson, Ric Novac, Bill Weaver and Kirk Ellingson from Starstream.

**2. AGENDA APPROVAL**

Glenn moved to approve the agenda, which was seconded by Mark. Unanimously approved.

**3. PUBLIC COMMENT**

No public comment.

**4. APPROVAL OF MINUTES**

Glenn stated that the previous meeting minutes needed to be revised. We unanimously agreed to postpone the approval of the July minutes until the next meeting.

**5. BUSINESS**

**A. Starstream Communications**

1. **Upgrade status** – Per Dean Henderson, the upgrade is going well. Fiber has been installed at the PEG sites, and has been installed at the Art Center. They expect to have fiber installed by 8/16 at the County Board of Supervisors and of the Office of Education. The tie-in at Placer High School is not scheduled until sometime between August 25<sup>th</sup> and September 15<sup>th</sup>. A meeting concerning this issue is scheduled for the Week of August 15<sup>th</sup>. Also, there was a slight delay due to a misunderstanding at the Bureau of Reclamation site, but that has now been resolved.
2. **Status of local office acquisition**  
Starstream now has a draft of their proposed lease at 105 Agnes St. They hope to be operational by the end of September.
3. **Review and Discuss the Access and Data Transport Lease Agreement from Page 7 of Ordinance 04-07 – Paragraph 9 with Exhibit H.**

Discussion took place concerning the Waste Water Treatment Plant, Fire Station, City Airport and the Auburn Garage. Currently the city has leased various T-1s from SBC to these locations and any early terminations will incur a cost of \$2500. The eventual cutover to these locations will be handled by Ernest Shih, IT person for the city of Auburn.

Starstream stated they will hand off an RJ-45 connection to each of these locations and Internet access will be available. Also, Starstream will be offering a commercial rate (40% discount) for the city. That works out to be \$1800 per circuit less the discount. This will be 100 Base T network. The Airport will not be completed this year, as this is part of the County build.

The sales order form cannot be completed until surveys are done at each of these locations. The information needed is street address, rooms, and the kind of circuits needed. The

Auburn garage, City Hall, Fire Station, and Waste Water Treatment Plant can be done at anytime after the network is completed in October. Ernest Shih will be complete site surveys by August 19<sup>th</sup>.

Ernest asked about a WiFi hotspot for the city. Starstream indicated it was up to the city and their needs. Starstream stated that one of the best locations for a WiFi box was on top of the old water tower in front of Placer Sierra Bank building on Lincoln Way. Ernest will find out if the city owns the tower

Finally, with regards to Starstream customer service issues, Glenn flagged a customer complaint from J. Bartow that was dated Aug. 8<sup>th</sup>. Apparently, this customer had their service disconnected even though she had a new agreement for service. Bill Weaver indicated that he would personally take this issue back with him and find out what happened internally at Starstream.

## **B. City**

### **1. Continued discussion to better support subscriber questions and complaints**

Email notification of voicemail messages is not possible at this point. However the City's system can notify a designated phone number that a message has been left.

#### **a. Review 3<sup>rd</sup> draft of the proposed auto-attendant menu and voice mail interface.**

Cable menu will be #6 from the main menu. There will be an initial, uninterruptible prompt. The submenu will explain that the caller can press 1 at any time to leave a message and \* to return to the previous menu. There are concerns with having the option to "Transfer to a City official". We will change option #6 from "Transfer to a City official" to "Return to the main menu". Otherwise, we'll take the current version live. Glenn will coordinate with Linda Danford to record the information.

Ernest can take this information, massage it, and put it onto the City's website. The City has a document service where the franchise agreement can be found online; Ernest can also put a link to this .PDF file on the website.

## **C. ACTV Update**

The next meeting is next Tuesday at 6:00 pm in the studio at Placer High School.

## **6. CORRESPONDENCE**

Starstream will get back to the unsatisfactory customer service reps. The franchise agreement specifies minimum standards for customer service (Ordinance 04-06, page 6, paragraph F.1.b.).

## **7. INFORMATION AND ANNOUNCEMENTS BY COMMISSIONERS**

## **8. AGENDA ITEMS, DATE, AND TIME OF NEXT MEETING**

Next proposed regular schedule meeting– September 8th, 2005 - Time: 4:00 pm: Same Location.

## **9. ADJOURNMENT**

The meeting was adjourned at 6:45 pm.

